



## **VIRGINIA SIS<sup>®</sup> SATISFACTION SURVEY REPORT**

July 2018 – September 2018

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This report compiles the results of Ascend Management Innovations' Supports Intensity Scale® satisfaction surveys for the time period of July 2018 through September 2018.

## **Background**

Ascend, A MAXIMUS Company, contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS® interviews to transform Virginia's Intellectual and Developmental Disability (IDD) service system by expanding service capacity, strengthening community-focused services, promoting self-determination, and encouraging individuals to actively participate in all aspects of community life. Virginia uses the conflict-free, objective SIS® assessment to establish individual resource allocation. The Virginia SIS® project began in October 2014. As a part of Ascend's continuous quality improvement model, satisfaction data is collected for SIS® interviews. Satisfaction data is used to identify training opportunities and procedural changes for Ascend's scheduling department and the independent contractor interviewers. Respondent feedback is also provided to DBHDS for program analysis and planning.

## **Methodology**

Following each SIS® interview, all respondents including SIS® recipients, family members and guardians, support coordinators, and providers are offered a SIS® Satisfaction Survey form and invited to submit their feedback. Respondents may fax or mail the completed surveys to Ascend's corporate office. Survey results are compiled and analyzed by Ascend's Quality Improvement Department for review and trending. Result outliers, significant positive or negative feedback, are immediately forwarded to the VA SIS® Manager for review, action planning, or complaint resolution as appropriate.

Stakeholders are asked to identify their satisfaction for seven questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of Ascend's scheduling department, as well as the professionalism and skill of the interviewer:

- The interview was scheduled at a convenient time/date.
- The scheduler was courteous and communicated clearly.
- The individual's support team was well represented at the assessment.
- The interviewer was courteous and communicated clearly.
- The interviewer treated me/us with dignity and respect.

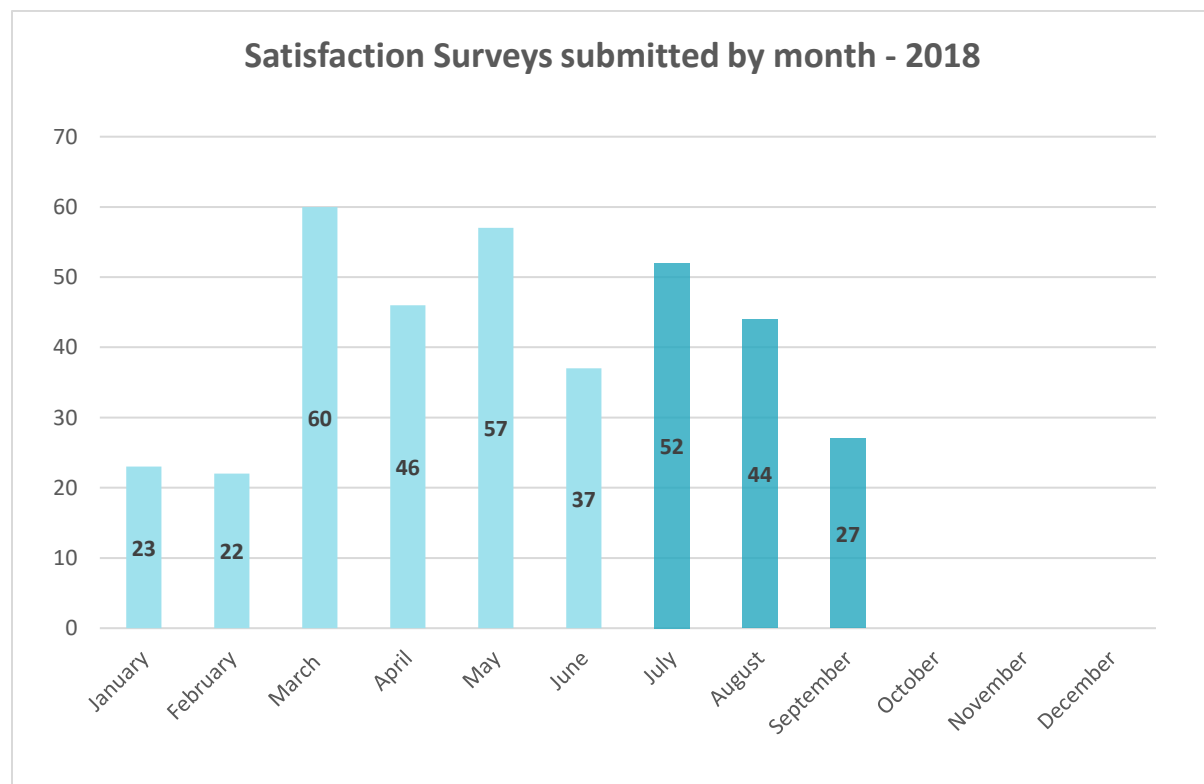
- The interviewer conveyed interest and took the time to learn about the individual’s support needs.
- The interviewer effectively captured the individual’s support needs.

In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. These data points gauge the interviewer’s ability to meet professional expectations and his or her interview administration skills.

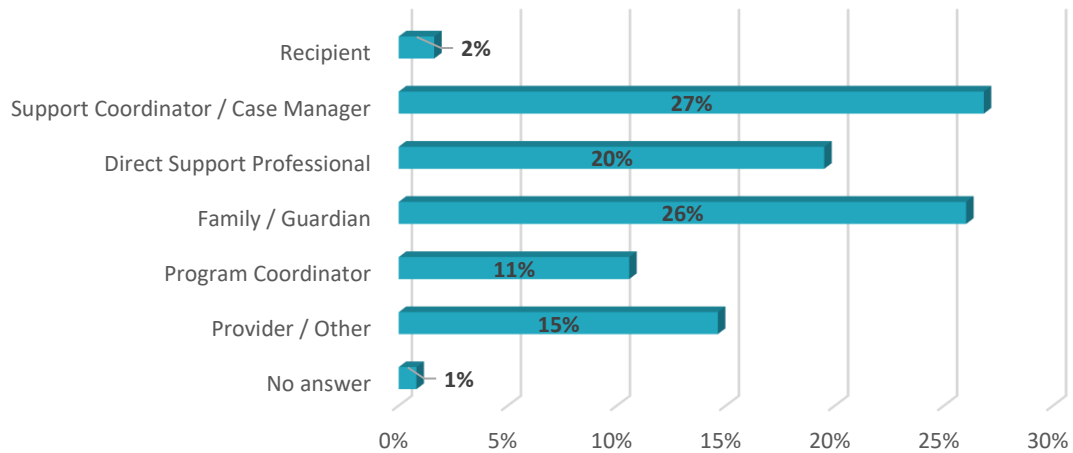
Finally, respondents are invited to provide narrative feedback regarding:

- The assessment tool and its uses (feedback to the state)
- Scheduling
- The interviewer

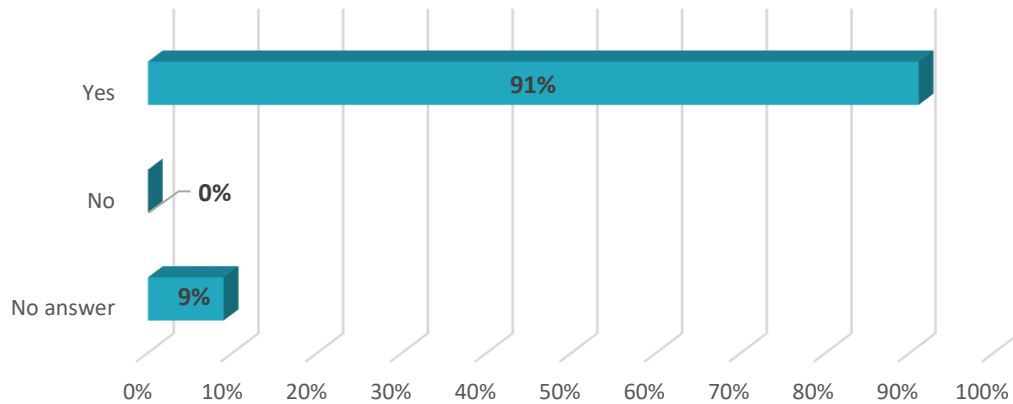
This report will detail the results of **123** satisfaction surveys received or **14%** of the 887 SIS assessments completed from July 2018 through September 2018.



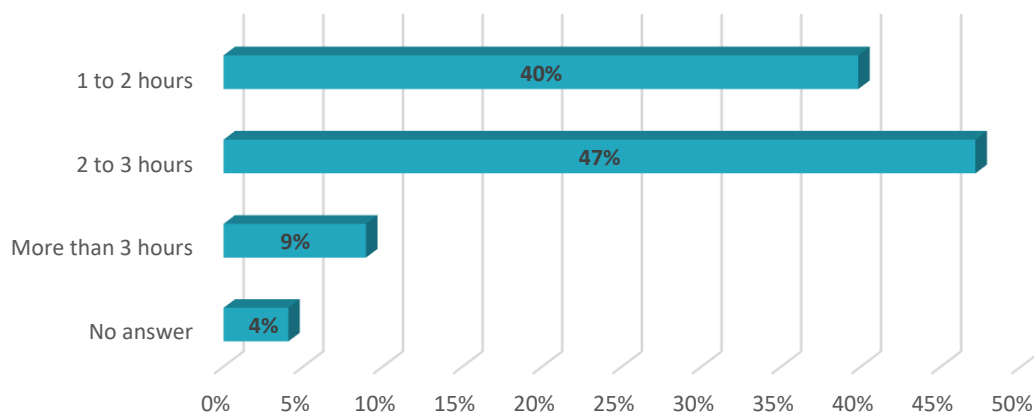
### Survey respondent relationship to SIS® recipient



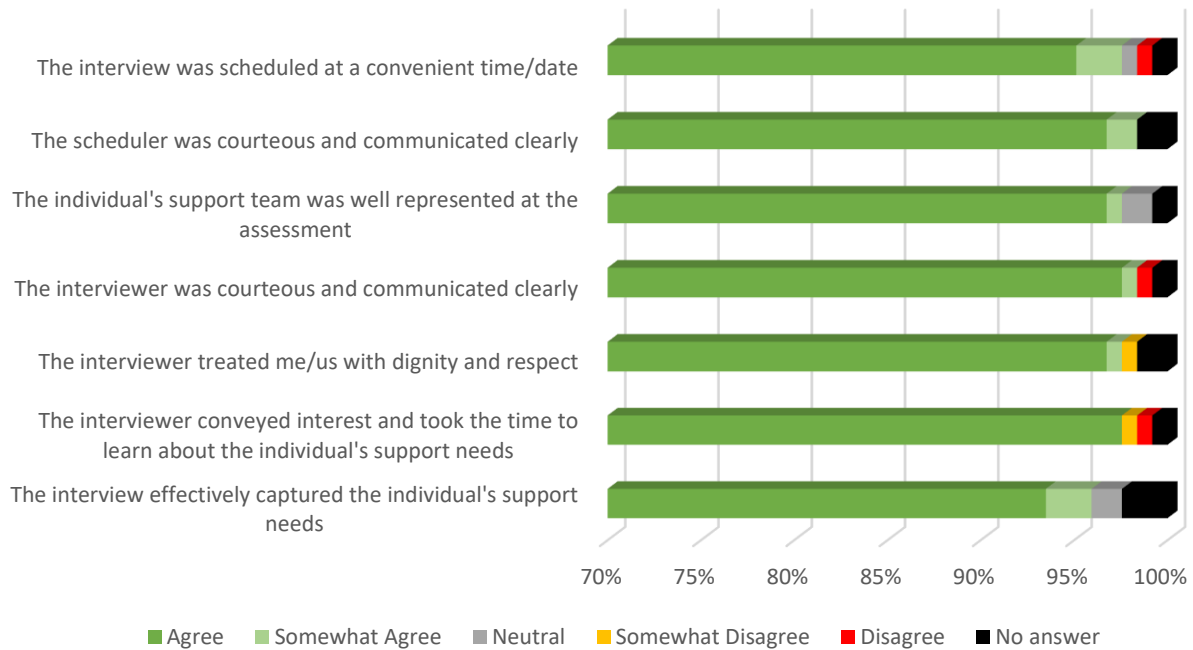
### Did the interviewer arrive on time?



### Interview Length



### Level of Satisfaction by Question



	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No answer
<b>The interview was scheduled at a convenient time/date</b>	95%	2%	1%	0%	1%	1%
	117	3	1	0	1	1
<b>The scheduler was courteous and communicated clearly</b>	97%	2%	0%	0%	0%	2%
	119	2	0	0	0	2
<b>The individual's support team was well represented at the assessment</b>	97%	1%	2%	0%	0%	1%
	119	1	2	0	0	1
<b>The interviewer was courteous and communicated clearly</b>	98%	1%	0%	0%	1%	1%
	120	1	0	0	1	1
<b>The interviewer treated me/us with dignity and respect</b>	97%	1%	0%	1%	0%	1%
	119	1	0	1	0	2
<b>The interviewer conveyed interest and took the time to learn about the individual's support needs</b>	98%	0%	0%	1%	1%	1%
	120	0	0	1	1	1
<b>The interview effectively captured the individual's support needs</b>	93%	2%	2%	0%	0%	2%
	115	3	2	0	0	3

## Representative Comments

### Assessment tool and its uses:

- “I have concerns with regards to both the internal and external validity of the instrument”
- “Some questions were unrelated to the individual and were difficult to relate to”
- “Very thorough – professional”
- “The tool is not perfect, but it is improvement from ICAP”
- “It is a very long tool”
- “The assessment tools were precise and accurate to indicate the needs and services of the individual”
- “The assessment reflected the full extent of needs”
- “Questions were detailed and created a holistic picture”
- “The tool addressed all necessary areas of important to and for the person”
- “I think it has been improved to be less complex”

### Scheduling:

- “Confirmation of the interview date/time did not occur in an appropriate timeframe”
- “The scheduler had to contact everyone several times to get the best time for the meeting, very good job”
- “Time was convenient”
- “Scheduling was done in a timely manner helping the team coordinate and prepare for the meeting”
- “Flexible on time”
- “Perfect coordination with Ascend Team”
- “The time was good, in this case it’s hard for the individual to sit and listen or participate”
- “Appreciate early scheduling”

### The Interviewer:

- “Excellent interview skills”
- “Very professional and patient, took time with us”
- “Excellent job explaining everything”
- “Pleasant, polite and well prepared”
- “Easy to work with our large group”
- “Patient, explained scenarios, helpful, professional, friendly”
- “Professional and knowledgeable”
- “The interviewer was professional, courteous, helping everyone understand what a SIS is”
- “Most thorough SIS I have been involved with”
- “This was the first interviewer who appeared to really have an interest in who my daughter is and what she needs”